

TROUBLESHOOTING:

- 1) All individual feeds come from the same **Source**. Therefore, when the *source* is down, all member feeds will be down at the same time.

If you're experiencing a problem connecting: An easy way to diagnosis whether it's a **source issue** or a problem within your Local Network, is to contact a friend who also has Top Tier TV.

If you're *both* experiencing the same issue (such as a common channel not working) then the problem is likely with the source and should be reported to your rep.

If you're having problems connecting to a channel/content, but your friend is not, then the problem is within your local network and/or device. If you suspect there's an issue within your local network, try these steps:

- a) **Restart your Modem and/or Router:**

Unplug from the power source for a minute or two, reconnect, and wait for the network device to reboot and fully power up before attempting to reconnect to the network.

- b) **Restart your Streaming Media Device**

(Most times, performing these two steps will fix a local network connection issue.)

- **Tip 1:** Perform an Internet Speed Test to check the software's network connection speed.
- **Tip 2:** Sometimes, simply toggling a channel back and forth, will clear a buffering issue.

- 2) Bottlenecking of your feed may be caused by a few common issues:

- Content Blocks from the Internet Service Provider (ISP)*
- The speed/reliability of your internet connection.
- The age of your connected device and/or router.
- The number of extra apps taking up available free space on your device.

***Note:** Subscribers may need to disable default ISP security protocols. Providers, such as Spectrum, often have these pre-programmed into their routers. (Contact your Rep for more info).

- 3) Amazon sells ethernet adapters for under \$20 that can be used to hardwire wireless media devices to your router, giving you a wired, constant connection. (*Search:* Firestick Network Adapter)

- 4) **Reporting a Problem:**

As with any streaming media content, errors may occur from time to time; especially with such a large channel and content library.

Top Tier TV is a community-based service and reporting issues helps keep our service top notch. The best way to report an issue is to text your Top Tier representative about the problem, so that the issue can then be forwarded to our tech team to be resolved.

We pride ourselves on resolving issues quickly, but patience is always greatly appreciated. If you have any questions or concerns, please feel free to reach out to your Top Tier rep to help you with the best experience possible. We're here to help but can only do so when we're made aware of an issue.